

Performing a Self-Counseling

The Customer's Guide to DPS

DEFENSE PERSONAL

PROPERTY PROGRAM

Performing a Self-Counseling

Counseling is a requirement for any government move. In the past this would have been accomplished by making an appointment at your local counseling/transportation office and sitting with a personal property counselor. That was a very important process, as the counselor could explain all of your government entitlements (moves, storage, etc). They could also review the responsibilities of you, the customer, and the responsibilities of your assigned TSP (transportation service provider).

With the release of DPS, you now have two options on how you complete your counseling process.

You can still make an appointment at your local counseling/transportation office and sit with a personal property counselor to set up your move.

-Or-

You can log into DPS and perform an online self-counseling. DPS will review your entitlements with you and walk you through the process of setting up your move.



Performing a Self-Counseling

Please note, customers in the following categories for their service branch, will NOT be able to perform a self-counseling, and will need to contact their local transportation office for assistance.

Army:

- If this is your first personal property move
- If this is your last personal property move (retirement or separation)
- If you are storing or moving personal property in conjunction with contingency orders, or, in conjunction with a designated location for your dependents to an OCONUS or Non-foreign OCONUS location.
- If you are not the property owner and using a Power of Attorney.
- If you are moving personal property as “next of kin” or are a Summary Courts Officer.

Air Force:

- If this is your first personal property move.
- If this is your last personal property move (retirement or separation).
- If you are not the property owner and using a Power of Attorney.
- If you are moving personal property as “next of kin” or are a Summary Courts Officer.

Navy:

- If you are moving personal property as “next of kin” or are a Summary Courts Officer.

Marine Corps:

- If this is your first personal property move.
- If this is your last personal property move (Retirements and Separations).
- If you are storing or moving personal property in conjunction with contingency orders or, in conjunction with a designated location for your dependents to an OCONUS or Non-foreign OCONUS location.
- If you are moving personal property as “next of kin” or are a Summary Courts Officer.
- If you are not the property owner and using a Power of Attorney.

Coast Guard:

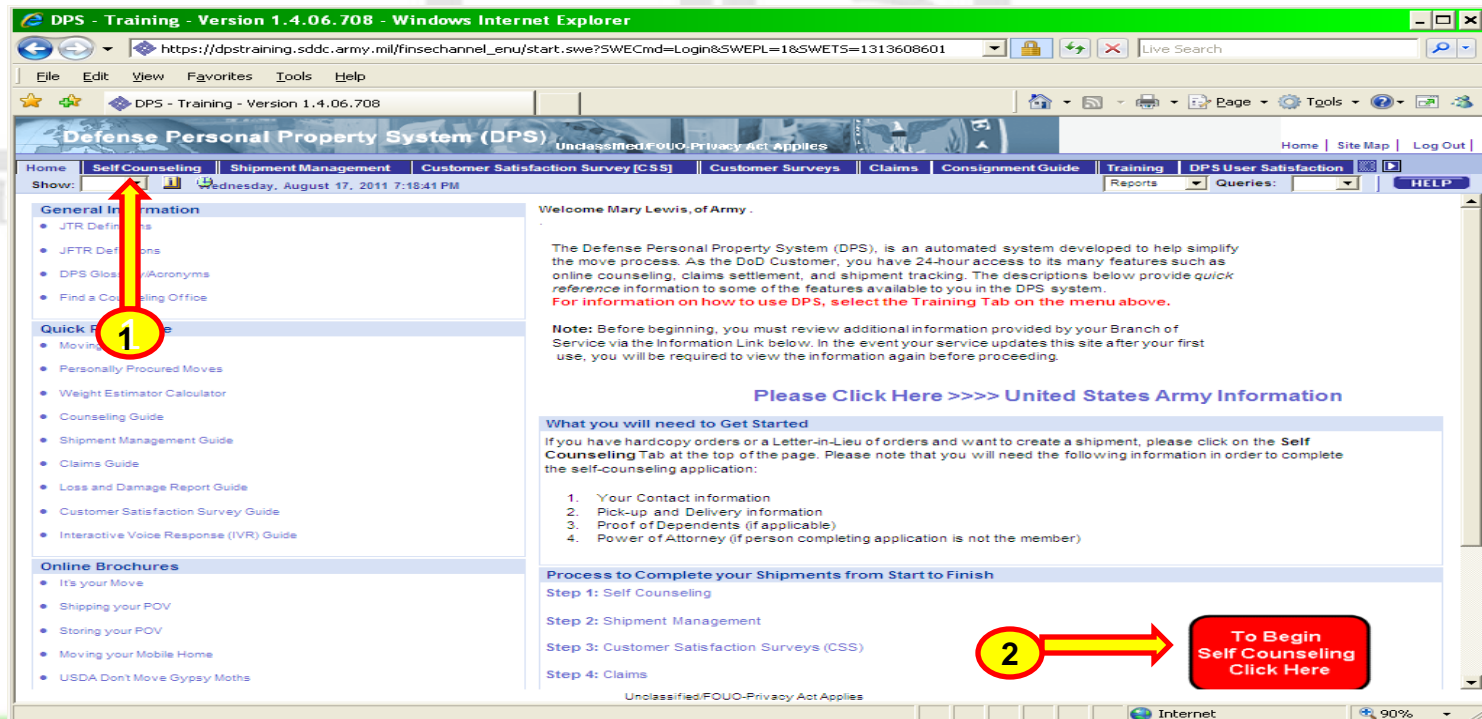
- If this is your first personal property move
- If this is your last personal property move (retirement or separation)
- If you are not the property owner and using a Power of Attorney.
- If you are moving personal property as “next of kin” or are a Summary Courts Officer.

Performing a Self-Counseling

If you'd like to perform a self-counseling online, first you must log into DPS.
(as explained in the "Logging into DPS" and "DPS Welcome Section" How-to Guides)

Once DPS loads, you will need to click either the Self Counseling tab (1) or the Self Counseling Red Button (2) at the bottom of the Home page.

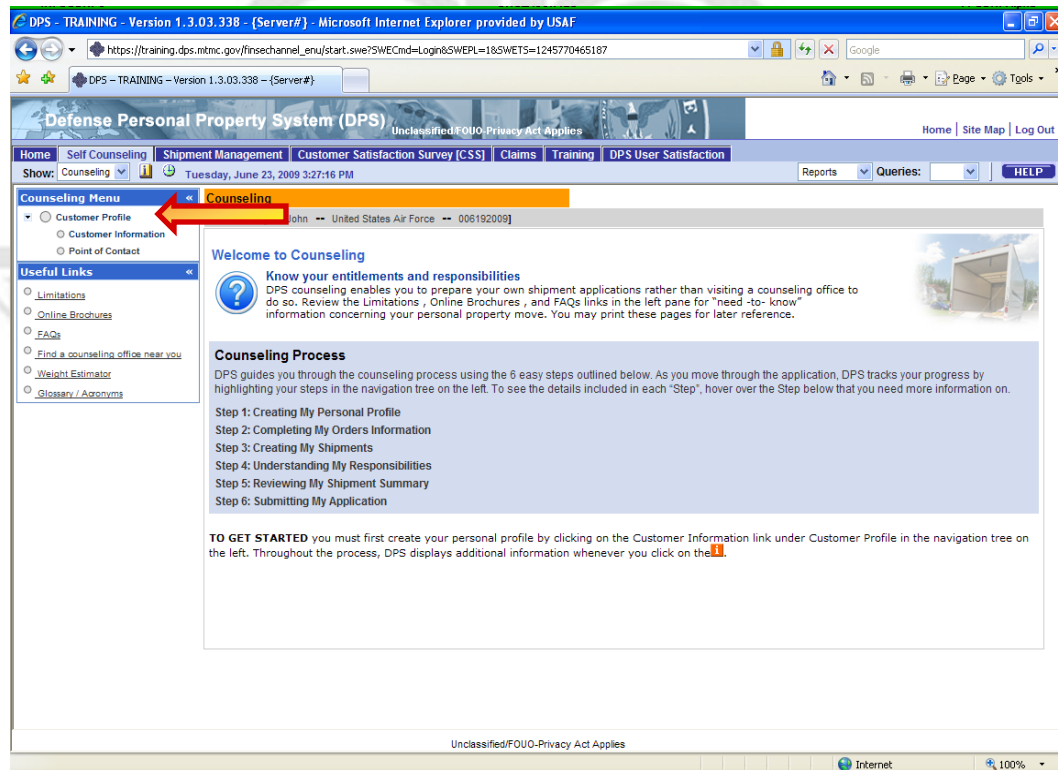
When you've completed the self-counseling process, the shipment will be reviewed by your local counseling office, then booked for pack/pick-up.



Performing a Self-Counseling

Depending on whether you've used DPS before or had any shipments moved in DPS, your Self-Counseling screen view may be different.

If you are completely new to DPS, you will see the below screen. This screen will identify what steps you need to take to start the self-counseling process. Step one will be clicking the '**Customer Profile**' link on the left side of your screen.



Performing a Self-Counseling

If this is *not* your first time using DPS, or a counselor has put your information into DPS before, you will see the below screen. This screen will list your past shipments and the orders they were moved on.

As on the previous screen, to start a NEW self-counseling shipment under new orders, click '**Customer Profile**' from the left navigation menu.

Defense Personal Property System (DPS) (Unclassified//FOUO/Privacy Act Applies)

Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | Claims | Training | DPS User Satisfaction

Show: Counseling | Wednesday, March 25, 2009 4:57:23 PM | Reports | Queries: | HELP

Counseling Menu

- Customer Profile
- Customer Information
- Point of Contact
- My Orders**
- Enter Order Information

Useful Links

- Limitations
- Online Brochures
- FAQs
- Find a counseling office near you
- Weight Estimator
- Glossary / Acronyms

Welcome to Counseling

Know your entitlements and responsibilities
DPS counseling enables you to prepare your own shipment applications rather than visiting a counseling office to do so. Review the Limitations, Online Brochures, and FAQs links in the left pane for "need-to-know" information concerning your personal property move. You may print these pages for later reference.

To add a shipment to an existing order, click on the Create a shipment button for that order.

Order No: AA-1256 | Order Type: Permanent Change of Station | Order Date: Feb 2, 2009 [Create Shipment](#)

Action	Shipment No	Shipment Type	Shipment Status	Desired Pickup Date	Actual Pickup Date	Actual Shipment Weight	Assigned Counselor
	2	Unaccompanied Baggage UB	Delivered Complete	Mar 24, 2009	Mar 18, 2009	965	Laura Bernardo
	1	Household Goods HHG	In Storage-in-Transit (SIT) at Destination	Mar 20, 2009	Mar 18, 2009	10250	Laura Bernardo

Order No: AA-3232 | Order Type: Permanent Change of Station | Order Date: Feb 6, 2009 [Create Shipment](#)

Action	Shipment No	Shipment Type	Shipment Status	Desired Pickup Date	Actual Pickup Date	Actual Shipment Weight	Assigned Counselor
	1	Household Goods HHG	In Counseling, Submitted	Apr 10, 2009			Minnie Mouse
	2	Unaccompanied Baggage UB	In Counseling, Submitted	Apr 30, 2009			Timothy Smith

Order No: AA-9843 | Order Type: Permanent Change of Station | Order Date: Feb 2, 2009 [Create Shipment](#)

Action	Shipment No	Shipment Type	Shipment Status	Desired Pickup Date	Actual Pickup Date	Actual Shipment Weight	Assigned Counselor
	2	Unaccompanied Baggage UB	In Storage-in-Transit (SIT) at Destination	Mar 27, 2009	Mar 6, 2009	1265	William Armstrong
	1	Household Goods HHG	In Storage-in-Transit (SIT) at Destination	Mar 25, 2009	Mar 6, 2009	5500	William Armstrong

Unclassified//FOUO/Privacy Act Applies

Internet 100%

Performing a Self-Counseling

Once you've clicked 'Customer Profile', DPS will then walk you through the self-counseling process. As you continue to each screen, the system will ask you a series of questions to properly build in your information and provide you with the correct entitlements and shipment briefings.

As you input the required information for each page, simply click next at the bottom of that page to proceed. You can track your progress from the left navigation menu.

Below are a few example screens through the counseling process. Notice the orange bubble on the left navigation menu as you move through the process. You can go back at any time to make any necessary changes, without losing your progress.

The screenshots show the following steps in the self-counseling process:

- Screen 1: Customer Profile** - Displays customer information for 'Duke, John' (United States Air Force, 001102003). It includes fields for 'Branch of Service', 'Personnel Status', 'Primary Phone Number', 'Secondary Phone Number', 'Primary Email', and 'Secondary Email'. The 'Permanence Contact Address' is also shown.
- Screen 2: Additional Information** - Asks questions about shipping preferences, such as 'Are You Shipping a POV?', 'Are You Shipping a Motorcycle?', 'Are You Shipping a Boat?', and 'Are You Shipping a Mobile Home?'. It also includes a section for 'Online Additional Information'.
- Screen 3: Shipment Weights** - Displays 'Total estimated weight of your household goods' (5,500 lbs) and 'Estimated weight of PRRM (Prio Gear)' (150 lbs). It includes a section for 'Additional Information' and a 'Shipments' table.
- Screen 4: Shipment Summary** - Provides a summary of the information entered, including 'Customer Profile', 'Order Details', 'Current Status', and 'Shipment 1 - Household Goods'. It also includes a 'Pickup Information' section.

Red arrows indicate the flow from Screen 1 to Screen 2, Screen 2 to Screen 3, and Screen 3 to Screen 4. An orange bubble is visible on the left navigation menu in each screen, indicating the current step.

Performing a Self-Counseling

To provide you with all the needed information for your move, DPS will have you confirm 3 separate counseling screens. These screens are important as they cover your authorized entitlements, and how to prepare yourself for your move.

The first screen (Orders Details: Summary) will explain your authorized entitlements based on your orders, for both stateside and overseas moves.

This screen will also contain your authorized weight entitlement. You can print this screen (or the others) to review later if you'd like.

The additional 2 screens will explain your shipment entitlements (screen 2) and your responsibilities, as well as the TSP's responsibilities (screen 3).

The image displays three screenshots of the Defense Personal Property System (DPS) interface, illustrating the self-counseling process. The first screenshot shows the 'Counseling Menu' on the left, with 'Customer Profile' selected. The main area displays 'Order [AB-test-02]' details, including the order number, customer information, and a summary of entitlements. The second screenshot shows the 'Shipment Information' screen, where a shipment is being created. It includes details about the shipment type (Household Goods), weight, and a list of items to be shipped. The third screenshot shows the 'Customer Responsibilities' screen, which outlines the responsibilities of the customer, including packing, labeling, and securing items. Arrows indicate the flow from the Counseling Menu to the Shipment Information screen, and then to the Customer Responsibilities screen.

Performing a Self-Counseling

One very important screen to note during self-counseling is the “Counseling Office” screen from the left navigation menu.

This screen will identify which counseling office will review your shipment information.

Select the nearest counseling office to your pick-up location from the drop down menu (1), then fax all the required documents [orders, DD Form 1299/1797, etc] to the contact information provided for that office in the below block (2).

DPS - TRAINING - Version 1.3.03.338 - {Server#} - Microsoft Internet Explorer provided by USAF

https://training.dps.mtmcc.gov/jfinchannel_enu/start.swe?SWECmd=Login&SWEPL=1&SWETS=1245770465187

DPS - TRAINING - Version 1.3.03.338 - {Server#}

Defense Personal Property System (DPS) Unclassified//FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | Claims | Training | DPS User Satisfaction

Show: Counseling Tuesday, June 23, 2009 7:16:16 PM Reports Queries: HELP

Counseling Menu

- Customer Profile
 - Customer Information
 - Point of Contact
- My Orders
 - Enter Order Information
- Order [AB-test-02]
 - Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations
 - Orders Selection
 - Tour Information
 - Additional Information
 - Summary
 - Shipment
 - Create New Shipment
 - Current Shipments
 - 1-HHG
 - Pickup & Delivery
 - Basic
 - Additional Items
 - Scheduling
 - Responsibilities
 - Summary
 - Counseling Office
 - Submit

- Entitlements
- PCS: 7000 lbs.
- Remaining PCS:1650 lbs.
- Useful Links

Counseling Office

Customer: [Doe, John -- United States Air Force -- 006192009]

Once you submit your on-line application, it will be received and processed by the Personal Property Office. A Transportation counselor will review your information to ensure that it is complete and accurate. *Note: Your move cannot be scheduled until you have provided orders and other supporting documents, if applicable, to the transportation office listed below.* All counseling related documents must be provided to the transportation office within 6 business days of submitting your application. For a short notice pickup (requesting pickup within 5 business days), please provide supporting documentation as soon as possible.

You will be notified by the Transportation Service Provider once your shipment has been scheduled. If you have any questions please contact the transportation office listed below.

☒ Click here to acknowledge that you have read the above disclaimer

Pickup Installation

GBLOC:	AGFM
Installation Name:	JPPSO-NE, CHELMSFORD, MASS

Delivery Installation

GBLOC:	AGFM
Installation Name:	JPPSO-NE, CHELMSFORD, MASS

Selecting Counseling Office Information

REQUESTED PERSONAL PROPERTY OFFICE FOR COUNSELING

You may request any Personal Property Office for counseling. This office is responsible for validating all the information you have entered and to answer any of your entitlement questions. Once validation is complete, the Personal Property Office will forward your application and supporting documentation to the shipping office responsible for booking your shipment

*Counseling **1** → HANSCOM AFB MA

Selected Counseling Office Information

Installation Name:	HANSCOM AFB MA
Street:	3 KIRTLAND STREET BLDG 1217
City:	HANSCOM AFB
State:	MA
ZIP/APO/FPO:	01731
Country:	UNITED STATES
Phone:	

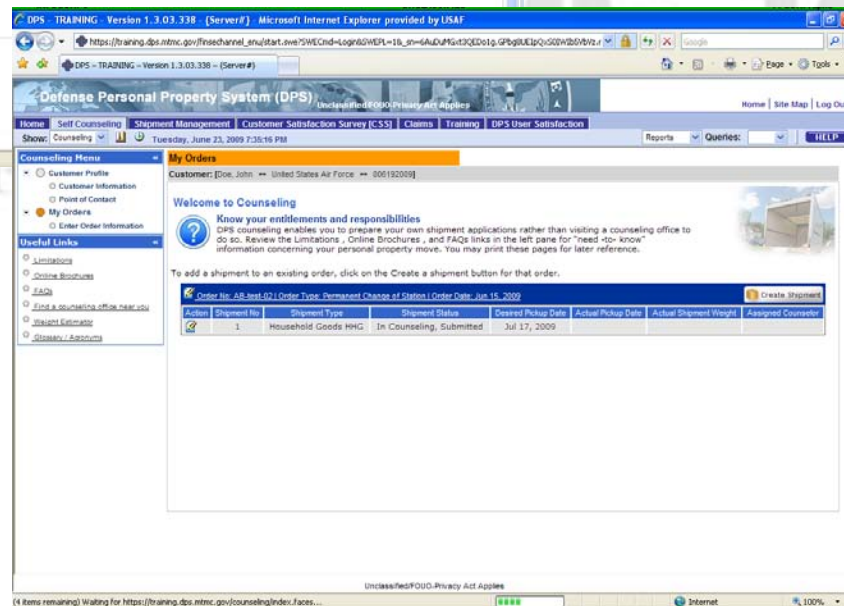
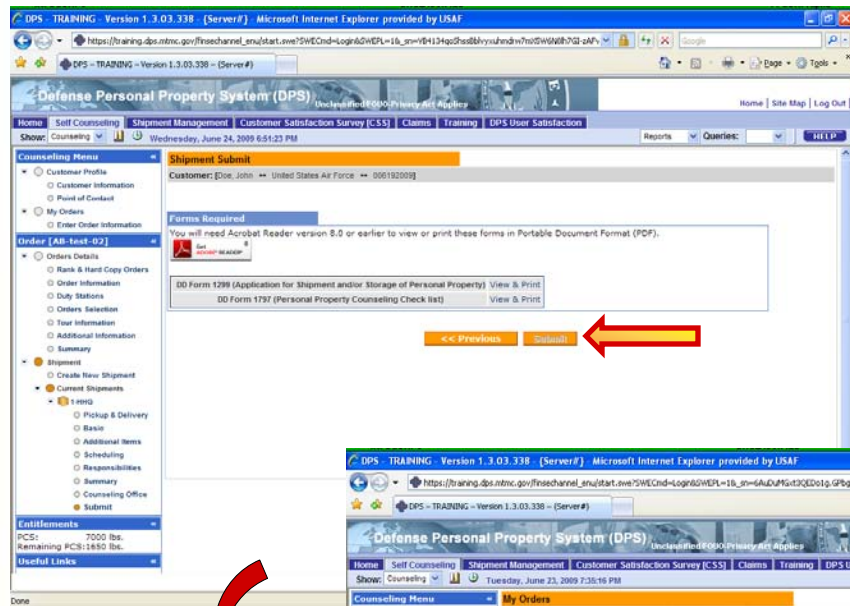
Unclassified//FOUO-Privacy Act Applies

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Performing a Self-Counseling

The very last screen in the self-counseling process is the “Submit” screen. This is where you will print your DD Form 1299 and DD Form 1797 for signature and submission to your selected counseling office.

Finally, to finish the process, click the orange “Submit” button.



When you return to the Self-Counseling tab, your shipment(s) will be shown here, along with the current status, and the desired pick-up dates.

Performing a Self-Counseling

If you need to add an additional shipment to your PCS move (usually for Overseas/OCONUS moves) such as Unaccompanied Baggage, or a dependent move*. You will need to repeat the *shipment* information process of your record. This can be accomplished one of two ways.

The screenshot shows the DPS - TRAINING interface in a Microsoft Internet Explorer browser. The top navigation bar includes links for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey [CS], Claims, Training, and DPS User Satisfaction. The 'Self Counseling' tab is selected. The main content area is titled 'My Orders' and displays a table of orders. A red arrow points to the 'Self Counseling' tab, and a yellow arrow points to the 'Create Shipment' button.

Action	Shipment No	Shipment Type	Shipment Status	Desired Pickup Date	Actual Pickup Date	Actual Shipment Weight	Assigned Counselor
	1	Household Goods HHG	In Storage-in-Transit (SIT) at Destination	Jul 17, 2009	Jun 25, 2009	7981	Michael Garza

The first way is through your Self-Counseling tab at the top of the page.

This screen will show all of your current, and past, moves made in DPS.

Find the current/correct shipment, then click the “Create Shipment” button along the dark blue line next to the order information.

* For additional moves stateside, and to avoid excess cost, contact your local transportation office so they can assist you.

Performing a Self-Counseling

The second option available to you can be accessed after you finish up your first shipment.

To create the second shipment, you will need to utilize the left navigation menu from the self-counseling screen(s).

After the order's information, click the link "Create New Shipment".

This will start a new shipment application, which you will need to fill out to complete the second shipment application. Please be aware of how much weight you are estimating in this process to avoid going over your weight entitlement, or incurring any excess cost.

If you have questions, please contact your local transportation office.

